

Actions That Inspire Patients' Trust

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Scales assessing patients' trust in their clinicians have been developed and studies undertaken to identify those aspects of clinician-patient encounters which inspire patient trust.¹⁻³ Findings indicate that physicians who demonstrate competency and caring are more likely to inspire their patients to trust them.

Demonstrations of competency, as seen by patients, include: thoroughness in evaluation of problems and provision of treatment that is both warranted and effective. Interpersonal skills that demonstrate caring and inspire trust include those that make patients feel that clinicians: are listening to them, and can understand their perspectives; are caring, honest and respectful; are communicating fully and clearly; and are willing to build partnerships and share in decisionmaking.□

¹ Birgit Leison and Michael R. Hyman, "An Improved Scale for Assessing Patients' Trust in Their Physician," *Health Marketing Quarterly*, (2001).

² LA Anderson and RF Dedrick, "Development of the Trust in Physician Scale: a Measure to Assess Interpersonal Trust in Patient-Physician Relationships," *Psychol Rep*: 67: 1091- 100 (1990).

³ David H. Thom and Bruce Campbell, "Patient-Physician Trust: an Exploratory Study," *Journal of Family Practice*: 44 (2): 169+ (Feb 1997).

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